

CHAIRMAN'S CORNER

Fred Aguiar

Chairman, Board of Supervisors



Fred Aguiar

Many years from now we'll be able to look back on October 31, 2001 as the day San Bernardino County began focusing squarely on its bright future rather than on its not-so-bright recent past. That was the day the county's new leadership team – all five board members, the County Administrative Officer, all department heads and other key staff – gathered for its initial Organizational Planning Workshop. The idea was to begin assessing and redefining the county's mission and determining how to work together to meet our goals.

Heading into this meeting, I was confident this workshop would be the right setting for such a bold initiative. However, I had no idea how productive and positive the session would be. So many good ideas and plans for action came out of that initial session that a second session was held on November 27, followed by a January 31 meeting between all five board members and the CAO, John Michaelson. The whole group is getting together again on April 24 to review its progress.

During that initial October 31 meeting, board members and staff were honest, sometimes brutally honest, with each other about the current working environment and the changes that needed to be made. More importantly, however, this group clearly shared the view that the county has the talent it needs to build upon our reputation as a state and national leader in public service.

During that first meeting, we broke into small groups, rolled up our sleeves and tackled some tough issues. We listed ways board members could work more effectively with one another and how the board could work better with administrators and department heads. We also listed ways members of the administrative team could better work together.

The findings and suggestions were frank and refreshing.

Collectively, the group called upon the board to maintain civility, to speak with one voice, and to establish common goals and visions. The group also came up with a long list of suggestions aimed at improving relationships strained by the corruption scandal and the remarkable recent turnover within the county's leadership team.

Among those suggestions:

- Encourage risk-taking and change through a new reward system.
- Board members should try to warn staff when they have questions or concerns about an agenda item.
- Create more opportunities for county employees to be commended by the board.

(Continued on page 6)

2002 County Picnic

It's Back! Mark your calendars for SATURDAY – JUNE 22ND for the 2002 County Employees Picnic at Glen Helen Regional Park. Gates open at 8:00 a.m. and the fun continues until 4:00 p.m. As in the past, events include: Bucket Brigade, Chili Cook-off, Fishing Derby, Horseshoe Tournament, Lyp Sync Contest, Mile Run, Karaoke, and Volleyball Tournament.

Here are your contacts for registration for events:

Bucket Brigade – Vicki Olson 387-5948, **Car Show** – Jeff McCormick 387-7868, **Chili Cook-off** – Joe Rodriguez 387-3064, **Fishing Derby** – Allen Lampman 387-2131, **Horseshoe Tournament** – Erin McMeans 580-0086, **Mile Run** – Jerry Bulf 829-8741 and **Volleyball Tournament** – Zelda Verrett 387-0171.

There will be plenty of food, great entertainment and lots of activities! What a better way to spend your Saturday afternoon than with a whole bunch of great people! So come join the fun and we'll see you at the park.

(Continued on page 11)

Inside ...

Your Paycheck	2
Director of JESD Appointed	2
Library's LITE Program	3
Facilities Management Director Wants to Clean Your Restroom ...	4
CSW Hosts First Lady of California Sharon Davis Luncheon	4
Awards & Recognition	5
Update from Camp Quackers	6
Department Digest	7
Exercise in Ethics	8
County Picnic Seeks Volunteers ...	8
Service Pin Awards	9
Moving On	10
What's Out There	12

Your Paycheck

By Amy Van Dyke, Special Projects Coordinator, Auditor-Controller



Do you ever wonder how it is that 19,400 paychecks get processed and sent out biweekly? Have you wondered what to do if you didn't receive yours or you found an error?

Read on for some payroll statistics and some tips on ensuring the accuracy and timeliness of your check

Of the 19,400 paychecks processed, fewer than 5% have errors and 94% are direct-deposit. That means that less than 950 have errors, 18,236 are direct deposit and 1,164 are paper checks.

When you fill out your Time and Labor Report, (TLR) please print neatly with ink. It is important that you fill out your own TLR and that you double-check your totals. Payroll clerks and the EMACS staff are not allowed to correct or adjust your hours or totals. Please also verify your leave balances and when you use your leave, code your TLR by using the day code (REG) for these hours.

The first thing to do if you do not receive a check or if there is an error on your paycheck is to contact your payroll clerk as soon as possible. He or she will investigate the problem and communicate with EMACS.

Finally, here are seven (7) things you can do that will help get your paycheck out on time:

1. Use direct deposit to avoid the risk of having your paycheck lost in the mail or stolen.
2. Submit a TLR that is coded and added properly.
3. Don't try to use leave time that you don't have.
4. Turn paperwork in to your payroll clerk in a timely manner.
5. When you move, inform your payroll clerk of the new address.
6. If your checking account changes, inform your payroll clerk.
7. Has your name changed? Contact your payroll clerk.

It is each individual's personal responsibility to get information reported correctly and to update EMACS with any changes in your address, name, bank account information, etc. that may affect your paycheck.

Let's make it our goal to eliminate mistakes by being diligent in coding our TLR's and informing our payroll clerk with any changes to our personal information. ♦

The STRAIGHT ARROW

Volume 2, Issue 1

May 2002

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The Straight Arrow is a monthly publication produced by the County of San Bernardino Administrative Office in cooperation with the Board of Supervisors for the employees of the County of San Bernardino. Submissions and story ideas are encouraged and can be sent to the editor via e-mail at dwert@cao.sbcounty.gov



Director of JESD Appointed

Mrs. Janice Eisenbeisz as the new Director of Jobs and Employment Services (JESD) for the County of San Bernardino. Mrs. Eisenbeisz was selected for this position following an extensive competitive recruitment process. A three-member interview panel was convened to help us arrive at a final selection.

As you know, Mrs. Eisenbeisz has been serving as the JESD Director on an interim basis. She has led the department during this time in meeting the CalWORKs work participation rate and the counties labor funded one-stop employment efforts.

Prior to the interim department head assignment, Mrs. Eisenbeisz was the Chief Deputy Director of JESD. She has also served as an assistant regional manager for DPSS, the GAIN Program Chief, and a deputy director within JESD.

Mrs. Eisenbeisz holds a Bachelor of Arts degree from the University of Redlands. Please join me in congratulating Mrs. Eisenbeisz on her permanent appointment. She may be reached at (909) 433-3330. ♦

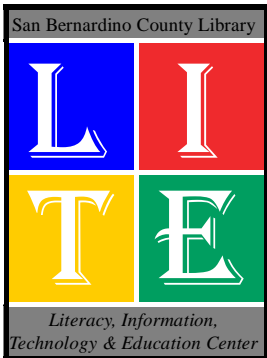


Janice Eisenbeisz
Director, JESD

Library's LITE Program on the Road to Success

By Kathy Wessels, Special Projects Coordinator, County Library

The Mission of the San Bernardino County Library LITE (Literacy, Information, Technology and Education) Centers is to offer programs and resources to assist today's young children, their parents and caregivers in developing skills and the potential to meet tomorrow's challenges.



Check out what's new @your library...The San Bernardino County Library (SBCL) is currently one of collaborative providers for the Children's and Families Commission for San Bernardino County. In line with the Strategic Plan objectives to provide links in services to children 0-5 years of age, their parents, caregivers and professional caregivers. For the past two years, the local Commission has funded the multifaceted project. The project is comprised of two prongs of service; LITE (Literacy, Information, Technology and Education) Centers located in 4 community libraries and a LITE Mobile

Unit that circulates High Desert locations. Programs offered to participants have included such topics as health and nutrition information, child safety, self esteem, parent education, speech and hearing assessment, parent reading workshops and early literacy.



LITE Centers feature specially designated collections of parenting, education, health and childcare licensing information in multiple languages available to parents, caregivers and professional caregivers of children 0-5 years of age.



The specially equipped 32-ft. LITE Mobile Unit servicing the High Desert features a retractable awning to accommodate outside programming.

other community-based professional organizations and service groups through collaborations. Each Center seeks input from Advisory Council comprised of local collaborating agency representatives and community leaders.

Serving patrons of the High Desert area of the County is a new, specially designed 32-ft. vehicle called the LITE Mobile Unit. The unit currently brings LITE and Families for Literacy services to the Victorville, Barstow, Hesperia and Phelan Head-starts and the Lucerne Valley and Adelanto Elementary Schools.

County Librarian Ed Kieczkowski says, "thanks to the generosity and vision of the local Commission, this LITE Program has become a valuable asset to our Libraries in refining resources and services for the patrons of the County. We look forward to adding additional Centers in other communities and continuing our efforts to meet the ever-changing needs of patrons." ♦



The interior of the LITE Mobile Unit features specially designed reading benches, portable laptops and book storage area.



Parents and toddlers enjoy a supervised play session at the Montclair Branch LITE Center utilizing educational manipulatives.

Facilities Management Director Wants to Clean YOUR Restroom

Hurry and enter the: "HEY, I WANT DAVE GIBSON TO CLEAN MY RESTROOM!" Contest! Dave Gibson, the new Facilities Management Director wants to clean your restroom. As a part of an effort to promote customer service in Facilities Management, Dave wants to reach out to all county departments. To help with this outreach, Dave wants to personally clean your restroom (at work, not at home!). Don't worry he will be accompanied by his custodial staff who make sure he does it correctly.

Entering the contest is as simple as sending an e-mail. In 100 words or less, tell why you want Dave to clean your restroom and e-mail to Trace Calentti at Facilities Management by 5:00 p.m., Friday, May 24th. Dave will select the winner and clean your restroom (of course he'll have a committee to help him decide the winning entry)!

In addition to cleaning your restroom, Dave will bring snacks for the winner and some of your co-workers and will sit down and talk with you about how Facilities Management can better serve your needs. In addition the winner will receive an attractive framed certificate, that states that "Dave Gibson Cleaned My Restroom." Hurry and enter today!

Also, look out in the future for:

"Hey, I Want Dave Gibson To Paint My Office!" and "Hey, I Want Dave Gibson To Plant Some Flowers!"

Enter today!! ♦



CSW Hosts First Lady of California Sharon Davis Luncheon

In an event made possible by the San Bernardino County Commission on the Status of Women, California First Lady Sharon Davis came to San Bernardino on April 29 and spoke to more than 400 people about the importance of mentoring in the advancement of women in the workplace and in society.

Commissioner Roberta Shouse was responsible for getting Mrs. Davis, the wife of California Governor Gray Davis, to attend.

Those who attended the event found it to be very informative and inspiring. Several organizations participated in the event, including the San Bernardino County Board of Supervisors, the League of Women Voters, American Business Women's Association, the San Bernardino County Bar Association, the County Women's Network, the Legal Aid Society of San Bernardino, and various elected officials.

San Bernardino Channel 3 videotaped the program for broadcast at a later date. ♦



California First Lady Sharon Davis meets guests who attended her appearance in San Bernardino organized by the San Bernardino County Commission on the Status of Women.



California First Lady Sharon Davis receives a plaque commending her support of the Women Mentoring Women program from Faith Carter-Michaelson, Chairwoman of the San Bernardino County Commission on the Status of Women.



AWARDS & RECOGNITION

Jobs & Employment Services Department

The Youth-2-Work program was a recipient of the National Association of Counties (NACO) Workforce Development Award for Excellence at the Annual Workforce Development and Human Services Conference on November 9th. Job Developer David Zook presents job-searching tips and informs the community of job openings during his weekly appearance on AM 1550 Radio Mexico.

Purchasing Department

Purchasing Receives National Purchasing Institute Award of Excellence

The National Purchasing Institute, Inc. awarded the Achievement of Excellence in Procurement Award to the San Bernardino County Purchasing Department on January 24, 2002 at the California Association of Public Purchasing Officers' 85th annual conference in Riverside, California.



Supervisor Fred Aguiar with Aurelio DeLaTorre, Purchasing Director

This award is achieved by organizations that demonstrate excellence in procurement by obtaining a high score on a rating of standardized criteria. Purchasing was one of 63 organizations in the United States to achieve this nationally recognized award.

The National Purchasing Institute, Inc. looked at core practices in Purchasing including continuous improvement programs, procurement manuals, ethics policy statement, internet procurement automation, request for proposal process, and buyer professional development. This award is quite an accomplishment for Purchasing where a dedicated staff of 19 (nine buyers and 10 support staff) procure over \$20 million of goods and services monthly.

With the continued support from the Board of Supervisors, Administrative Office, County Departments, and vendors who conduct business on a daily basis with the County of San Bernardino, Purchasing will continue to "seek the best value for each dollar expended by processing public procurement in an open and competitive environment."

Arrowhead Regional Medical Center

ARMC Volunteer Auxiliary Wins Prestigious Career Education Award

The Arrowhead Regional Medical Center Volunteer Auxiliary, which gives local students a unique opportunity to experience various aspects of the health care industry while providing valuable services within the hospital, has been recognized as the recipient of the 2002 California Career Education Association (CCEA) Presidential Award.

The prestigious award is given annually to standout educational programs in eight regions throughout California as determined by the CCEA's Regional Directors. The ARMC Volunteer Auxiliary received the CCEA award in Region 6, which covers Riverside and San Bernardino counties. The CCEA is an organization that advocates the continued development of career education throughout the state. It is comprised of career educators at all levels of education.



Pat Redinger, ARMC Volunteer Auxiliary Director

The ARMC Volunteer Auxiliary, under the direction of Pat Redinger, includes about 30 local high school students ranging in age from 14½ to 17. Most students join the ARMC Volunteer team as part of a "mentoring" or "shadowing" career education program now offered at most high schools.

"Pat has really served as a backbone to our shadowing days program," said San Bernardino High School educator and CCEA Region 6 Director Lana Doyle, who nominated the ARMC Auxiliary for the Presidential Award. "Her assistance, ideas and direction have been invaluable to us."

Students in the ARMC Volunteer Auxiliary work in the hospital for six months or 100 hours, typically working a four-hour shift one day per week. They perform a variety of tasks, including escorting, message and supply delivery, "friendly" visiting with patients, and assisting personnel at information desks and outpatient care clinics. Many former ARMC student volunteers have decided to pursue careers in the health care industry as the result of their experiences in the hospital.

By Dominic Nigro, ARMC Business Development/Marketing

(Continued on page 12)

New to County Picnic . . . County Employee Car Show

Contact Jeff McCormick at 387-7868 for more information

Update from Camp Quackers U.S.A. . . . Everything was just Ducky!



More than 16,000 yellow rubber ducks crossed the lake on Saturday, April 27th at Cucamonga-Guasti Regional Park – the **most ever** in the 10-year history Children's Fund has held the annual duck race. Bonnie O'Connor, executive director of Children's Fund, said she hoped Saturday's event would raise \$70,000, and at \$5 per duck it looks like they did just that!

This year, Children's Fund joined forces with their sister agency, Children's Network in the National Child Abuse Prevention Campaign to strengthen their position as they continue to battle child abuse in our County. One hundred percent of the money raised goes toward helping underprivileged children with food, shelter, clothing and medical care.

The children were not the only winners at this event. Joe Garrett, Jr. of San Bernardino was the grand prize winner of the PT Cruiser. First place winner, Heck Thomas of Highland won a Hawaiian vacation, Alan & Patricia Valencia of Fontana came in second to win the Baja Cruise and third place prize, a \$1,000 shopping spree went to Linda Plybon of Hesperia. ♦



CHAIRMAN'S CORNER *(Continued from page 1)*

- Board members and their staffs should pay more visits to county departments and offices.

- Complain privately and compliment publicly.

"This workshop rings the bell for us to move on," Mr. Michaelson said during this initial workshop. A second meeting was held on November 27, at which a group of teams were formed to address the key issues raised during the October 31 workshop:

- Communication
- Customer Service
- Information Technology
- Interdepartmental Collaboration
- Internal Services
- Long-Range Planning
- Organizational Culture

Those teams have been meeting under the direction of Mr. Michaelson and are scheduled to present their findings and recommendations during the fourth meeting in this series on April 24.

Meanwhile, Mr. Michaelson and the board made plans to meet for an extraordinary six-hour retreat in a small conference room at Arrowhead Regional Medical Center.

During that session, the CAO and the board scrutinized the county's four-year-old vision statement and assigned the

Long-Range Planning Team to develop an updated mission statement, along the way soliciting input from county employees and perhaps even the public. And we adopted as an overriding goal the idea that we in county government must strive to be professional, accountable and trustworthy.

We also discussed ways to make everyone in county government accountable but also appreciated, and established the following priorities:

- Long-range community planning
- Public safety and safe communities
- Public health
- Roads, transportation and infrastructure
- Economic development
- Enhanced quality of life – cultural and recreational opportunities

This group will have much to report to county employees and the public following the April 24 meeting. We invite your input and thoughts about what we have accomplished, what else we should be doing, and anything else that will help us keep our county on the right track.

I am confident that this effort will give everyone who works for the county and the public we serve a very clear idea of what we mean by "a new County Culture." ♦

DEPARTMENT DIGEST

Jobs And Employment Services Department

- ▶ The Jobs And Employment Services Department (JESD) is San Bernardino County's Employment Connection for both job seekers and area businesses. For job seekers, we provide city / county / statewide job listings as well as assistance with all phases of the job search. We are also committed to meeting the ongoing hiring needs of businesses. JESD has the ability to provide assistance to businesses via training reimbursement programs and tax credits. We design and implement recruitment plans, as well as deploy applicants to meet the unique hiring needs of any business. All of these services are provided at no cost! Check us out at jesd.com or call us at 1-800-451-JOBS. We are in 22 locations throughout the county. Interested persons should find the closest location by going to our website or calling us on our toll-free number listed above.
- ▶ PARTNERSHIPS WORK! We often partner with other county departments and outside agencies to provide our services:
 - ◆ Our Hesperia Multi-Service Unit, which became operational in January, serves CalWORKs participants who have multiple or complex barriers to employment and self-sufficiency. Partner agencies include the Department of Children's Services, Jobs and Employment Services Department, Transitional Assistance Department, Department of Public Health, Department of Behavioral Health and community based domestic abuse service providers.
 - ◆ JESD has partnered with San Bernardino Valley Community College to provide an accelerated program of vocational training and paid work experience for fifty welfare-to-work participants.
 - ◆ JESD partnered with the Department of Aging and Adult Services, the Employment Development Department and the Older Workers Coalition to host the fourth Annual Older Workers' Job Fair. More than four hundred (400) job seekers and thirty (30) businesses participated in this year's event, which was held at the Pastoral Center in San Bernardino on October 10th.
 - ◆ In an effort to lessen the impact of high-energy costs on a business' ability to retain its workforce, Job Developers who have been trained by the Southern California Edison Training Group are providing energy surveys, recommendations for energy efficiency improvements and information about rebate programs to local businesses. Almost five hundred (500) employers have taken advantage of this service to date.

PERC Welcomes Spring With Expanded Course Offerings

The Performance, Education and Resource Centers (PERC) is your source for training, career development and organizational development. The following are only a few of the innovative new programs and courses provided by PERC.

- ▶ Supervisors and managers have new opportunities to strengthen skills through the *Fundamentals of Supervision (FOS)* series and the *Leadership Development Program (LDP)* which are now available countywide. Courses in the program include *Performance Management*, *Communicating in Organizations* and *The Art of Getting Things Done*.
- ▶ *Test Taking Skills* and *Professional Impressions By Phone* are also newly available.
- ▶ In addition to a wide range of information technology-based courses, including *Microsoft FrontPage*, PERC is offering Introductory and Intermediate HTML and Photoshop courses.
- ▶ The Management Leadership Academy (MLA) Ethics Team welcomed January with the course *Ethical Decision Making*. This half-day class presented principles from the Josephson Institute of Ethics. Topics included the Six Pillars of Character and the Five Steps of Principled Reasoning. Reviews of the class were positive and indicated that attendees appreciated the real world scenarios provided.
- ▶ *Writing for the Media*, instructed by Pat Wolff, was held in November of last year and again in March of this year. Attendees included employees throughout San Bernardino County. The first in a series of future workshops planned with a communications theme, these workshops covered the basics of writing press releases and news stories. Students learned through hands-on exercises how to identify and write the beginning, middle and end of a press release.



Guest speaker Cassie MacDuff, columnist for the Press Enterprise talked about how, what and when to send news items to the newspaper and offered additional tips on the kinds of stories newspapers like and can use.

For cost, schedule information and a complete listing of PERC courses and services, please visit our Intranet site at <http://hssnet/PERC>

By **Monique L. Thomas**, Special Projects Coordinator
Performance, Education, and Resource Centers

EXERCISE IN ETHICS

On August 10, 1999 the Board of Supervisors, by unanimous vote, adopted the International City/County Management Association (ICMA) Code of Ethics. These principles serve to guide public service employees as they carry out their responsibilities in providing quality government services to all people in San Bernardino County. With this being the first newsletter of 2002, we thought it would be nice to print the "Code of Ethics" in which we live and work.

Adopted by ICMA Executive Board in 1924, and most recently revised in May 1998

The purposes of the ICMA are to enhance the quality of local government and to support and assist professional local administrators in the United States and other countries. To further these objectives, certain principles, as enforced by the Rules of Procedure, shall govern the conduct of every member of the ICMA, who shall:

1. Be dedicated to the concepts of effective and democratic local government by responsible elected officials and believe that professional general management is essential to the achievement of this objective.
2. Affirm the dignity and worth of the services rendered by government and maintain a constructive, creative, and practical attitude toward local government affairs and a deep sense of social responsibility as a trusted public servant.
3. Be dedicated to the highest ideals of honor and integrity in all public and personal relationships in order that the member may merit the respect and confidence of the elected officials and employees, and of the public.
4. Recognize that the chief function of local government at all times is to serve the best interests of all of the people.
5. Submit policy proposals to elected officials; provide them with facts and advice on matters of policy as a basis for making decisions and setting community goals; and uphold and implement local government policies adopted by elected officials.
6. Recognize that elected representatives of the people are entitled to the credit for the establishment of local government policies; responsibility for policy execution rests with the members.
7. Refrain from all political activities which undermine public confidence in professional administrators. Refrain from participation in the election of the members of the employing legislative body.
8. Make it a duty continually to improve the member's professional ability and to develop the competence of associates in the use of management techniques.
9. Keep the community informed on local government affairs; encourage community between the citizens and all local government officers; emphasize friendly and courteous service to the public; and seek to improve the quality and image of public service.
10. Resist any encroachment on professional responsibilities, believing the member should be free to carry out official policies without interference, and handle each problem without discrimination on the basis of principle and justice.
11. Handle all matters of personnel on the basis of merit so that fairness and impartiality govern a member's decisions pertaining to appointments, pay adjustments, promotions, and discipline.
12. Seek no favor; believe that personal aggrandizement or profit secured by confidential information or by misuse of public time is dishonest. ♦



County Picnic Seeks Volunteers

Okay folks. This is your chance to come out and have some fun. The success of the picnic depends largely on volunteers and with the number of activities going on throughout the day, we sure could use your help! Volunteers are needed for Children's Games, the Mile Run, Dunk Tank, Beverages, Photo Booth, Volleyball Tournament, Fishing Derby and more.

If you're interested in helping out even just for an hour for a specific event or just in general, please contact our Volunteer Services Coordinator, Kathy Wessels at 387-9619. ♦

We Want You



FOURTH QUARTER SERVICE PIN AWARDS

40 Years

Ronald Imbriani

Equipment Operator III
Department of Public Works

35 Years

Jo Ann Nunez

Domestic Violence Program
Coordinator
District Attorney

James Stalnaker

Sheriff's Captain
Sheriff's Department

30 Years

Charles Bruington

Program Specialist II
Department of Children's
Services

Thomas Coy

Food Service Worker II
Arrowhead Regional Medical
Center

Albert Delgado

Housing Repair Worker III
Facilities Management

Steven Hayward

Equipment Operator II
Department of Public Works

Michael J. Howell

Sheriff's Captain
Sheriff Department

Robert Murphy

Regional Building Inspector
Supervisor
Land Use Services

Mary E. Riley

Clerk III
Jobs and Employment Services
Department

25 Years

Zachary L. Avey

Deputy Purchasing Agent
Purchasing

Jessie M. Baxendale

Supervising Fiscal Clerk I
Human Services System/Auditing

Blanche Brown

Reproduction Equipment
Operator I
Public Services Group

Rosie Castro

Reproduction Equipment
Operator II
Public Services Group

Terrance Drayton

Reproduction Equipment
Operator I
Purchasing

Ernie Escajeda

Park Ranger II
Regional Parks

Rodney Foskett

Building Inspector III
Land Use Services

Deborah Hackett

Eligibility Worker II
Transitional Assistance
Department

Lauren Sue Hood

County Fire

Robert Lowry

Park Ranger II
Regional Parks

Kathryn McCracken

Sheriff's Custody Specialist
Sheriff Department

Ann Minter

Secretary I
Integrity Program Division

Norma Nash

Sheriff's Custody Specialist
Sheriff Department

Steven Noehren

County Fire

Ruben Nunez

Grounds Services
Superintendent
Facilities Management

Robin Peters

Employment Services Specialist
Jobs and Employment Services
Department

John Preciado

Sheriff's Cook II
Sheriff Department

Joanne Schmitz

Collections Officer
Central Collections

James C. Sommerville

Social Worker I
Aging and Adult Services

William Walsh, Jr.

Probation Corrections
Supervisor II
Probation

Terry Welsh

Captain
Special Districts

20 Years

Esther Allen

In-Home Services Assistant
Aging and Adult Services

Lauretta Bagnall

Legal Processing Assistant II
Superior Courts

Elizabeth Beauchamp

Administrative Clerk II
Sheriff Department

Karen Bell

Chief Deputy District Attorney
District Attorney

Kathryn Brookins

Clerk II
Department of Children's
Services

Joseph Brown

Supervising Animal Control
Officer I
Public Health

Shelly F. Carso

Accounting Technician
Human Services System/Auditing

David Cloutman

Special Districts

Steven Corbin

Engineer
Special Districts

Mary Dela Rosa

Supervising Child Support
Officer
Child Support Services

Dorothy Duffie

Clerk III
Fleet Management

Michelle Elizalde Daly

Deputy District Attorney IV
District Attorney

Punay Estrosos

Court Accounting Technician
Superior Courts

Gary Guyton

Supervising Bio Med Technician
Arrowhead Regional Medical
Center

Michael Keith

Building Plant Operator I
Arrowhead Regional Medical
Center

Sally Lewis

Family Court Mediator
Superior Courts

Sandra McCause

Secretary I
Transitional Assistance
Department

Cheryl Meis

Registered Nurse II
Arrowhead Regional Medical
Center

Adrienne Moore

Probation Officer II
Probation

Linda Moore

Program Specialist I
Information Technology Support
Division

Marie E. Mora

Eligibility Worker Supervisor I
Transitional Assistance
Department

Manuel Pagala

Custodian I
Facilities Management

Jacquelyn Pringle

Secretary II
Department of Behavioral Health

Hal Robbins

General Maintenance Mechanic
Facilities Management

Sheree Stewart

Sheriff's Captain
Sheriff Department

Barbetta Suttles

Land Use Technician II
Land Use Services

Sara Townsell

Animal Control Officer
Public Health

MOVING ON . . .

SECOND, THIRD & FOURTH QUARTERS 2001

NAME	DEPARTMENT	RETIRED	NAME	DEPARTMENT	RETIRED
Linda M. Poulsen	Behavioral Health	05/21/01	Emma J. Bream	DF/Trial Courts	09/20/01
John Howard	Public Defender	06/18/01	James F. Miller	Probation	09/21/01
Jean H. Douglas	Recorder	06/27/01	Robert R. Hillis	Behavioral Health	09/22/01
Timothy L. Guhin	Public Defender	07/05/01	Nancy L. Smedley	Sheriff	09/22/01
Rosa I. Barros	SCAQMD	07/14/01	Betty C. Lotspeich	Purchasing/Printing Svc	09/29/01
Mike C. Gutierrez	Purchasing	07/14/01	Jesse S. Martinez	ARMC	09/29/01
Maureen H. Horne	Auditor/Controller-Recorder	07/14/01	Jeanie V. Stockwell	SCAQMD	09/29/01
George C. Pfiffner	Public Health	07/14/01	Charles E. Knapp	Barstow Fire	10/03/01
Harold J. Roberts II	County Fire/ Special Districts	07/14/01	Dolores A. Morris	SCAQMD	10/03/01
Johanna M. Waller	Human Services System	07/14/01	Darrell I. Alexander	FPD/Crest Forest Fire	10/06/01
Ray Abril Jr.	Public Guardian	07/28/01	Keith A. Douglas	Sheriff	10/06/01
Natalie R. Gerren	Behavioral Health	07/28/01	Alice C. Eberhard	Behavioral Health	10/06/01
Leona Ruth Herring	ARMC	07/28/01	Frankie Helen Seidel	ISD	10/06/01
Robert L. Kirkland	Human Services System	07/28/01	To-Anh Thi Tran	ARMC	10/06/01
Linda L. Shelton	Human Services System	07/28/01	John H. Trumbull	Sheriff	10/06/01
Thomas R. Baker	Opns-Valley Mtn-Big	07/30/01	La Ronda Bowen	DF/SCAQMD	10/11/01
Tom Hirschman	Assessor	08/01/01	Elizabeth J. Curtis	Public Health	10/20/01
Rene Ramos	Barstow Fire District	08/04/01	Joseph E. Furtado	PSG/Trans/Flood Control	10/20/01
Beverly B. Mullis	Human Services System	08/08/01	Carrol Hinkle	Human Services System	10/20/01
Alberto Y. Paggao	SCAQMD	08/09/01	Justo Marcelino	Human Services System	10/20/01
Barbara Dowell	ARMC	08/11/01	Jennifer Wilder	Human Services System	10/20/01
John R. Klepper	Human Services System	08/11/01	Carlotta Y. Diggs	Probation	10/21/01
Helen R. Knight	ARMC	08/11/01	Larry P. Doetsch	Purchasing	10/25/01
Tanna Mabery	Sheriff	08/11/01	Gillian B. Ray	County Library	10/26/01
Edwin V. Manes	Human Services System	08/11/01	Frank Gomez	EPWA	10/31/01
Cecilia N. Mele	Auditor/Controller-Recorder	08/11/01	Curtis L. Coleman	DF/SCAQMD	11/01/01
Betty M. Schlunt	ARMC	08/11/01	James W. Bradford	Information Services	11/03/01
Olivia Swinford	Public Health	08/11/01	Michael H. Patterson	Transportation/Flood	11/03/01
Arthur A. Harrison	Trial Courts	08/13/01	Roger L. Ogard	Information Services	11/10/01
Hugh T. Doyle	ARMC	08/14/01	Mildred P. Osier	DF/HSS	11/13/01
Shirley Kirkland	Human Services System	08/18/01	Vicki L. Hawkins	Municipal Court	11/16/01
Richard M. Maxfield	Public Defender	08/18/01	Susan L. Dahlquist	ARMC	11/17/01
Don M. Smith	SCAQMD	08/18/01	Joseph P. Lenz	Probation	11/17/01
Vivian Corder	Behavioral Health	08/21/01	Les R. Oppelt	Purchasing/Printing	11/17/01
Peter C. Sherburne	Public Works	08/21/01	Fonda L. Whittaker	San Bernardino City Fire	11/17/01
Claudia Lynn Clark	Public Health	08/25/01	David Frisch	Surveyor	11/21/01
Hector G. Delgadillo	Sheriff	08/25/01	Beltran E. Lopez	Barstow Park	11/26/01
Donna Hickman	Sheriff	08/25/01	Yolanda Castillo	JESD	12/01/01
Betsy L. Platt	Probation	08/25/01	Wanda L. Elliott	Aging & Adult Services	12/01/01
George Torbett	Probation	08/25/01	Gary A. Kuhlman	Public Works	12/01/01
Linda J. Seccombe	ARMC	08/31/01	John A. Lanto	Assessor	12/01/01
Petra Stokes	SCAQMD	09/01/01	Paula J. Ayers	Aging & Adult Services	12/03/01
Robin D. Wright	Dept. of Children's Services	09/01/01	Daniel S. Bratt	DF/Probation	12/05/01
Lourdes V. Padilla	SCAQMD	09/05/01	Linda L. McLendon	Purchasing	12/15/01
Marilyn E. Lonergan	Sheriff	09/07/01	John E. Thomas	Probation	12/15/01
Dennis D. Felgar	SB County Fire Dept	09/08/01	Philip P.R. Hughes	Special Districts Fire	12/18/01
Maritza Hendrix	SB County Fire Dept	09/08/01	Gail C. Harris	DF/Trans/FC	12/24/01
Freda Sinclair	Sheriff	09/08/01	Nancy L. Andries	ARMC	12/28/01
Wanda B. Tucker	ARMC	09/08/01	Ronald L. Bench	Crest Forest Fire Prot. Dist	12/29/01
Linda Ann Orr	Auditor/Controller-Recorder	09/09/01	Jennie Crittenden	Aging & Adult Services	12/29/01
Diana Sheila Richard	SCAQMD	09/10/01	Ethan G. Dawes	Public Guardian	12/29/01
Karen L. Gemette	Yucca Valley Fire	09/12/01	Patrick R. Roeder	Public Works	12/29/01
Marciano R. Guzman	Probation	09/15/01	Norman S. Munk	DF/HSS	12/30/01
Melvin D. Zeldin	SCAQMD	09/15/01	Leroy V. Rois	DF/Yucaipa Park District	12/31/01

(Continued on next page)

MOVING ON . . . (continued)

FIRST QUARTER 2002					
NAME	DEPARTMENT	RETIRED	NAME	DEPARTMENT	RETIRED
William A. Bagnell	Crest Forest Fire	01/01/02	David L. Baker	DF/Superior Court	01/18/02
Robette M. Mollohan	DF/City of Big Bear	01/01/02	Ruben Estrada	Public Works	01/24/02
Joseph D. Rodriguez	Probation	01/02/02	Fredrick E. Eckley	Sheriff	01/26/02
Gloria W. Noelker	SCAQMD	01/05/02	Sharon Minah	Sheriff	01/26/02
Ramona Avila	Auditor Controller	01/12/02	Alfred D. Williams	Register of Voters	02/02/02
Peggy W. Basham	Sheriff	01/12/02	Carl R. Alban	Arch/Eng	02/05/02
Donald M. Belter	Sheriff	01/12/02	Ayala A. Ayala	ARMC	02/09/02
Ruth A. Byerly	ARMC	01/12/02	Dorothy J. DeLong	Sheriff	02/09/02
George L. Collier	Board of Supervisors	01/12/02	Edward A. O'Brien	Sheriff	02/09/02
Sharon L. Faust	Trans/FC	01/12/02	William V. Schribner	Trans/FC	02/09/02
Linda L. Garner	Probation	01/12/02	Austin Sudler	Behavioral Health	02/10/02
Alan J. Hutton	Probation	01/12/02	Raquel Casas	Human Services System	02/23/02
Gary E. Landry	Trans/FC	01/12/02	Liana Ramos-Carroll	Behavioral Health	02/23/02
Oswaldo C. Rivera	Behavioral Health	01/12/02	Karen D. Sprague	Assessor	02/26/02
William A. Sturm	Probation	01/12/02	Vera Lopez	Board of Supervisors	03/01/02
George W. Taylor	Information Services	01/12/02			

2002 County Picnic (Continued from page 1)

Here's your 2002 Picnic Committee! So if you have any questions or need any flyers, please let them know.

Ag/Weights & Measures – Allen Lampman
 Auditor-Controller/Recorder – Doris Caringer
 ARMC – Erin McMeans
 ARMC – Kathy Jackson
 ARMC – Linda Clement
 Assessor – Zelda Verrett
 Assessor – Angela La Duke
 Behavioral Health – Julia Perez
 County Administrative Office – BJ Cruz
 County Administrative Office – David Wert
 County Administrative Office – Karen Bravo
 County Counsel – Beverly Auld
 Children's Services – Carlos Cervantes
 Children's Services (Foster Care) – Kimberly Delcid
 ECD – Arthur Milian
 ED/PSG Administration – Norm Kanold
 ED/PSG Administration – Tom Forster
 Facilities Management – Randy Frazier
 Facilities Management – Jim Lofgran
 Fire – Vicki Olson
 Fire – Roger Saindon
 HSS TAD – Marlene Bossaert
 Human Resources – Steve Robles
 Human Resources – Erich Tucker
 ISD – Helen Seidel
 JESD – Katy Villareal

JESD – Robin Peters
 Land Use Services – Gary Shier
 Land Use Services – Lisa Reinhart
 Library – Kathy Wessells
 Library – Sonny Bantilan
 PERC – Tana McCaffery
 Preschool Services – Julie Woodall
 Probation – Rusty Shoup
 Public Health – Tony Muga
 Public Works – Sharon Lofgran
 Public Works – Rick Ferguson
 Public Works – Bobbie Albano
 RACEES – Ron McGuire
 RACEES – Sandra McGuire
 Real Estate Services – Barbara Sheppard
 Real Estate Services – Martha Malcomb
 Regional Parks – Tom Potter
 Regional Parks – Jamie Hohlman
 Regional Parks – Tim Millington
 Sheriff – Bobby Martin
 Sheriff – Pauline Smith
 Sheriff (Retired) – Freda Sinclair
 Transportation/Flood – Chris Smith
 Transportation/Flood – Scott Ryan
 Veteran's Affairs – Bambi Moser



Keep your eye out for more flyers and contacts for the various events! Hope to see you there!



AWARDS & RECOGNITION

(Continued from page 5)

Firefighters Honored for Saving the Life of a Child

The San Bernardino County Board of Supervisors presented resolutions on March 26th to County firefighters Josh Sprague, Jen Miescher, and Craig Malloy, who rescued two people from a burning Adelanto apartment.

Shortly before 5 a.m. on March 8, Sprague, Miescher, and Malloy were dispatched to 11595 White Avenue in the City of Adelanto. When they arrived on the scene they found smoke coming from Apartment 9.

While pulling an attack line to the front door, they heard screams from inside the structure. Sprague and Malloy forced their way into the structure, where they immediately encountered thick black smoke and found a woman lying on the floor. They turned the woman over to Miescher for treatment. The woman said that two children were still in the structure.

Sprague called out and could hear a girl call back. He located the child in her closed bedroom, made entry and instructed Malloy to break the window so he could pass her out. Sprague could see that the little girl was having difficulty breathing and with total disregard for his own safety removed his mask and placed it over the face of the child to help her breath.

Sprague then passed the child to Malloy, who took the child to an awaiting ambulance. Sprague and Malloy continued to search for a third victim, who was later located in a neighbor's apartment.

If not for the quick action taken by Sprague and Malloy with assistance from Miescher, two people would have certainly died. ♦



WHAT'S OUT THERE?

In our next edition of *The Straight Arrow*, we would like to create a list of all county organizations and newsletters. We would also like to have a contact person for each as well. This is where we need **YOUR** help! For each organization and newsletter, please have a representative forward the name of the organization or newsletter and contact person to me by May 15th either by e-mail, bcruz@cao.sbcounty.gov or phone (909) 387-5301. There are some great organizations and informative publications out there, and everyone may not be aware of what's available to them. So, send me the information and thanks! ♦



County Newsletter Submittals

Most departments now have newsletter representatives, but if you have an idea for a story or would like to see something specific, please feel free to contact us either by phone or e-mail. All submissions are due the 15th of each month.